

AGENDA MANAGEMENT SHEET

Name of Committee **Adult Social Care and Health Overview and Scrutiny Committee**

Date of Committee **24th January 2011**

Report Title **Adult Social Care Annual Performance Assessment Improvement Plan**

Summary
 Each year the Care Quality Commission (CQC) acting as the Adult Social Care regulator assess performance within all local authorities with social care responsibilities and award judgements which indicate the quality of service provided by each Council. As reported to O&S in December we received a positive outcome for the performance year 2009/10 but some areas for improvement were identified within the report form the CQC and this paper outlines the actions we are currently taking to address these issues.

For further information please contact:
 Andrew Sharp
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Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers
 O&S Report 8th December 2010
 Adult Social Care APA letter 2009/10
 Adult Social Care APA Report 2009/10

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s) Not Applicable
- Other Elected Members Councillor L Caborn, Councillor D Shilton, Councillor C Watson, Councillor S Tooth, Councillor C Rolfe, Councillor J Tandy, Councillor J Ross, Councillor P Balaam
- Cabinet Member Councillor Mrs I Seccombe, Councillor H Timms
- Chief Executive
- Legal Alison Hallworth, Adult and Community Team Leader

- Finance Chris Norton, Strategic Finance Manager
- Other Chief Officers
- District Councils
- Health Authority Warwickshire PCT
- Police
- Other Bodies/Individuals Janet Purcell, Cabinet Manager
Michelle McHugh, Overview and Scrutiny
Manager

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

**Adult Social Care and Health Overview and Scrutiny
Committee – 24th January 2011**

**Adult Social Care Annual Performance Assessment
Improvement Plan**

**Report of the Strategic Director, Adult, Health and
Community Services**

Recommendations

It is recommended that the committee considers and comments on the actions planned to address the areas for improvement highlighted by the Care Quality Commission (CQC).

1. Background

- 1.1 Each year the Care Quality Commission (CQC) acting as the Adult Social Care regulator assess performance within all local authorities with social care responsibilities and award judgements which indicate the quality of service provided by each Council. As reported to O&S in December we received a positive outcome for the performance year 2009/10 but some areas for improvement were identified within the report from the CQC and this paper outlines the actions we are currently taking to address these issues.
- 1.2 The CQC rate social services for adults in the form of a judgement, which categorises authorities as:
- Grade 4 – Performing excellently
 - Grade 3 – Performing well
 - Grade 2 – Performing adequately
 - Grade 1 – Performing poorly

These judgements are formed through an assessment of our performance against a set of seven outcomes:

- Improved health and well-being
- Improved quality of life
- Making a positive contribution
- Increased choice and control
- Freedom from discrimination or harassment
- Economic well-being

- Maintaining personal dignity and respect

1.3 In addition to these outcomes we are also assessed against two additional areas (domains), these being:

- Leadership
- Commissioning & Resources

1.4 Overall the CQC has rated adult social care in Warwickshire as Grade 3 – Performing Well, this means that in the view of the CQC services in Warwickshire “consistently deliver above minimum requirements for people, are cost-effective and makes contributions to wider outcomes for the community.”

This judgement is extremely positive and although it falls in line with the rating that we received for 2008/09 the level of continued improvement and progress in relation to adult social care services in the County is highlighted through the specific judgements that have been made by the CQC in relation to the outcomes against which we are assessed.

When compared to the results we received in our 2008/09 assessment we have improved in one of the seven areas, achieving our second excellent rating in relation to “Improved Quality of Life” and maintained our excellent status in relation to “Making a Positive Contribution”. The table below shows our 2008/09 judgements compared to the new 2009/10 judgements.

Areas for judgment	2008/09	2009/10
Improved health and emotional well-being	Well	Well
Improved quality of life	Well	Excellent
Making a positive contribution	Excellently	Excellent
Increased choice and control	Well	Well
Freedom from discrimination & harassment	Well	Well
Economic well-being	Well	Well
Maintaining personal dignity and respect	Well	Well
Performance Rating	Performing Well	Performing Well

2. Information and Advice

2.1 The CQC only identified areas for improvement and further development in some of the criteria considered as part of the assessment and as a result the improvement plan at appendix A does not cover all of the seven outcomes and two domains of the Annual Performance Assessment.

- 2.2 The improvement plan has been developed through discussion with responsible managers across the Directorate and has been considered and approved by the Adult, Health & Community Services Directorate Leadership Team. Although there is currently no intention for the CQC to undertake an annual performance assessment for the year 2010/11 the Directorate Leadership Team will monitor the delivery of the improvement plan as part of its regular performance management and reporting framework to ensure that the required improvements are delivered.

WENDY FABBRO
Strategic Director of Adult,
Health and Community Services

Shire Hall
Warwick

January 2011

Appendix A

Adult Health & Community Services

Annual Performance Assessment 2009/10 – Improvement Plan



*Working for
Warwickshire*

Outcome 1: Improved health and emotional well-being

No areas for improvement identified against this criteria

Outcome 2: Improved quality of life

Area for Improvement	Action	Lead Officer	Impact of Action	Delivery Date
Waiting times for adaptations should be reduced in line with other Councils.	<p>Currently, there are no waiting lists for the minor adaptations in Warwickshire. However waiting times for major adaptations continue to be higher than the reported average through the CQC.</p> <p>Waiting times have increased due to the volume of adaptations that are required. Major adaptations are managed through district councils and we continue to work in partnership with these authorities to streamline arrangements.</p> <p>Development & implementation of a revised approach to telecare across Warwickshire.</p>	Andy Clayton	The use of new technology linked to telecare has the potential to reduced the number of customers in need of a major adaptation which would reduce waiting times.	31 st March 2011

Outcome 3: Making a positive contribution

No areas for improvement identified against this criteria

Outcome 4: Increased choice & control

Area for Improvement	Action	Lead Officer	Impact of Action	Delivery Date
Deliver planned roll out of reablement services and self directed support across Warwickshire	Self Directed Support as a model has now been rolled out to all OPPD teams and plans are in place to undertake a similar process within Learning Disability Teams.	Gill Jowers	The use of this approach increases customer choice and control in the services and support they receive.	In place
	Reablement has now been rolled out to all OPPD and Hospital teams across the county.	Zoe Bogg	The use of reablement ensures that where possible those who access the service are able to recover following a period of crisis which reduces dependency on social care services.	In place

Outcome 5: Freedom from discrimination or harassment

No areas for improvement identified against this criteria

Outcome 6: Economic well-being

No areas for improvement identified against this criteria

Outcome 7: Maintaining personal dignity and respect				
Area for Improvement	Action	Lead Officer	Impact of Action	Delivery Date
Further development and extension of work to evaluate outcomes for people subject to a safeguarding review.	<p>Warwickshire ASC currently record and report the range of outcomes required for submission in the DoH Information Centre Abuse of Vulnerable Adults (AVA) dataset. Analysis of this information takes place annually and is reported in the Warwickshire Safeguarding Adults Board Annual Report.</p> <p>The AVA dataset are objective measures and do not capture self reported satisfaction, or perception of feeling safer as a result. We piloted a paper recording system to capture this level of subjective outcome information in 2009-10 and will mainstream this type of data capture.</p>	Edward Williams	We will have increased access to data to inform our approach to safeguarding and to manage our interventions to ensure they are effective.	From January 2011 in line with the expansion of the enhanced assessment and care management recording system (CareFirst6)